



Office of Public Affairs
P.O. Box 1802
Sacramento, CA 95812-1802
Telecommunications Device for the Deaf - (916) 795-3240
(916) 795-3999, FAX (916) 795-3507

August 15, 2006

AGENDA ITEM 6

TO: MEMBERS OF THE BENEFITS AND PROGRAM ADMINISTRATION COMMITTEE

- I. SUBJECT:** 2006 Member / Retiree Survey Results
- II. PROGRAM:** Office of Public Affairs
- III. RECOMMENDATION:** This is an information item
- IV. ANALYSIS:**

The Office of Public Affairs recently contracted with Michael Strategic Analysis to conduct the 2006 Member Services and Health Subject Survey and 2006 Pension Subject Survey. Both surveys were continuations of a series of surveys conducted annually from 1998 through 2002.

The telephone survey samples for each consisted of 750 respondents, nearly equally divided among State Employees, School Employees, Public Agency Employees, and Retirees. The survey was completed in March and April. Both survey samples have a margin of error of ± 3.6 percent.

The Member Services and Health Subject Survey addressed:

- General CalPERS Performance
- Communicating with CalPERS
- Web Site Services
- Health Benefits
- CalPERS Board Election Awareness

The Pension Subject Survey covered:

- Awareness of Retirement Subjects
- CalPERS Customer Service Effectiveness
- Member Statements
- Additional Retirement Service Credit
- Official Retirement Estimates

- Use of the CalPERS Retirement Planning Calculator and Service Credit Cost Estimator
- Quality of CalPERS Regional Offices
- Depth of Awareness of Health Plans.

Summary of Findings

A majority of members agree CalPERS is managed well, is financially sound, and provides good to excellent customer service in our health and retirement programs.

The Member Services and Health Subject Survey results indicate that eight of 10 measures tracked showing gains and the other two showing statistically insignificant declines.

Members contact CalPERS on average about once every three years, usually by telephone. Member satisfaction with telephone service remains high though unreturned calls is an area in need of improvement. Four of every seven members use a computer; e-mail and Web site use is increasing among active members.

Member knowledge of our health plans and satisfaction with service is high. While members often have doctors prescribe generic medicines, opportunities are available to get members to manage their health better. Members want to continue to be able to change health plans at least annually.

The Pension Subject Survey results indicate that, once again, CalPERS members generally give high to very high ratings on a wide variety of matters. There are important demographic, knowledge, attitude, and practice differences among the four sub-samples examined and these differences point to useful means of tailoring CalPERS communications and education approaches for the four groups. Weak private retirement saving is endemic in all age and income groups. There are significant opportunities in all groups to improve knowledge of CalPERS programs, especially health plans and how they work, and our Web site and online tools

Comparisons between 2002 Survey and 2006 Survey

- Members gave us higher ratings in 2006 – Nine of 13 trends rose; none dropped significantly.

Attachment A includes a complete report on both surveys and a summary report that outlines the survey methodology, charts the 13 trends from 1998 through 2006, and highlights the findings of each survey section.

The information gleaned has gone back to each program area for use in understanding and tailoring programs designed to enhance member education and satisfaction.

V. STRATEGIC PLAN:

The item supports the Strategic Plan as follows:

Goal IV by designing and developing education and communication initiatives to ensure broad member and stakeholder understanding of CalPERS value.

Goal V by providing sustainable pension benefit products and services responsive to and valued by members, employers, and stakeholders.

Goal VI by administering pension benefit services in a customer-oriented and cost-effective manner.

Goal VII by enabling and educating members and employers to make informed decisions leading to a predictable and secure retirement future.

Goal X by developing and administering quality, sustainable health benefit programs that are responsive to and valued by enrollees and employers.

Goal XI by promoting the ability of members and employers to make informed decisions resulting in improved lifestyle choices and health outcomes.

VI. RESULTS/COSTS:

See Attachment A.

Patricia K. Macht
Assistant Executive Officer
Office of Public Affairs

Attachment

ATTACHMENT A

**Copy of Michael Strategic Analysis Report on the
2006 Member Services and Health Subject Survey
and
2006 Pension Subject Survey**